



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18802.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

The Palliative Care Team

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you still remain concerned please contact our Complaints Manager on 01932 722612 or email complaints@asph.nhs.uk.

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Department: Palliative Care

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FURTHER INFORMATION

If you have any queries regarding the contents of this leaflet please contact us on telephone **01932 722312**.

The Palliative Care Team

WHAT IS PALLIATIVE CARE?

Palliative care is an approach that improves the quality of life of patients and their families facing problems associated with life threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.

(World Health Organisation 2002)

THE MACMILLAN HOSPITAL PALLIATIVE CARE TEAM

The Palliative Care Team comprises:

- A Consultant/Lead Nurse
- 2 WTE Senior Nurse Specialists
- 1 Specialist Nurse (Development)
- Consultants in Palliative Medicine

Our extended multi-disciplinary team includes an occupational therapist, pharmacist, a social care manager and a hospital chaplain. We also work closely with our palliative care colleagues who look after people in their own homes, hospices and care homes.

Although your ward team will continue to have responsibility for your care, we will work closely with them to support you and your family. We advise on medication for the control of complex

symptoms and on the management of distressing emotional, social or spiritual issues. The team will aim to advise and support you and your family on whatever issues that are of concern to you. While we do not lead the discharge process from the hospital, we offer advice and support to promote a safe and timely discharge.

WHERE ARE WE LOCATED?

To access the Team, enter via the double doors to the Duchess of Kent Wing, turn left and the office is the first on the left.

KEY WORKER

You will be kept informed about your Key Worker who may be a member of our team or another healthcare professional involved in your care. A Key Worker is a 'person who, with the patients' consent and agreement, takes a key role in coordinating his/her care and promoting continuity, ensuring the patient knows who to access for information and advice' (NICE, 2004).

YOUR KEY WORKER IS

HOW YOU WILL BE REFERRED

If you wish, you, your family or carer can ask the team looking after you for referral to us. The medical/nursing team caring for you, if in agreement, will then contact us by submitting a referral form. If necessary the ward team can contact us via the Bleep system.

CONTACT DETAILS

Working hours are Monday to Friday 09.00 – 17.00 hours.

Direct Line: **01932 722312**

(You can leave a message on this line and we will respond as quickly as we can).

To help us shape our service, we welcome comments and feedback on issues that you feel are important. If you have time, to complete the patient satisfaction survey form enclosed with this leaflet, we would be most grateful.

For information only:

Donations can be made to the 'Ashford and St. Peter's Hospitals Charitable Trust'.

This fund provides extra equipment for patients and on-going staff education.